

# How to Identify Household Applications That Are Error-Prone

## STEP-BY-STEP INSTRUCTION

Revised June 2020

Professional Standards Learning Code: 3110





# Arizona Department of Education (ADE)

---

This training was developed by the Arizona Department of Education (ADE) Health and Nutrition Services Division (HNS).

## Intended Audience

---

This training is intended for **School Food Authorities (SFAs) operating the National School Lunch Program (NSLP)**. All regulations are specific to operating the NSLP under the direction of ADE.

## Professional Standards

---

Information to include when documenting this training for Professional Standards:

**Training Title:** How to Identify Household Applications That Are Error-Prone

**Key Area:** 3000 – Administration

**Learning Codes:** 3120

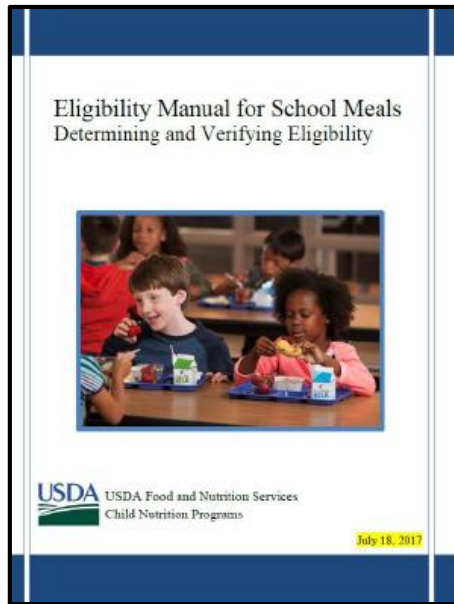
**Length:** 30 minutes

# Objectives

---

At the end of this training, attendees should be able to:

- understand what error-prone applications are;
- recognize why identifying applications that are error-prone is necessary;
- understand the purpose of identifying applications that are error-prone for verification;
- utilize the Error-Prone Worksheet when identifying error-prone applications; and
- identify applications that are error-prone.

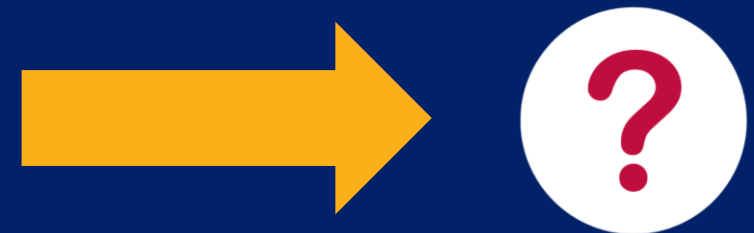


The instruction within this How-To Guide is based on guidance from USDA's Eligibility Manual for School Meals, 2017.

- Section 6- Verification (pages 96-117)

*It is recommended to review the USDA's Eligibility Manual for School Meals in Addition to reviewing this course for complete guidance on identifying error-prone household application. Click [here](#) to access the USDA's Eligibility Manual for School Meals.*

- Throughout this guide, there will be comprehension quiz questions to test your knowledge and help you apply what you're learning.
- Be sure to review these quiz questions and answers available within the guide.
- This icon will indicate a comprehension quiz question, and the background of the slides will be blue like you see on this slide.



# How to Identify Household Applications That Are Error-Prone

## This Step-by-Step Instruction will include:

Review of Household Applications and Verification	Slides 7 – 15
Error-Prone Applications	Slides 16 – 20
Identifying Applications That Are Error-Prone	Slides 21 – 31

# **Review of Household Applications and Verification**



# Review of Household Applications and Verification

## Free and Reduced-Price Meals

All schools participating in the National School Lunch Program (NSLP) and School Breakfast Program (SBP) are required to make free and reduced-price meals available to eligible children. Each household enrolled in the school participating in the NSLP and SBP is able to apply for meal benefits using household applications.

Households will complete the application for free and reduced-price meals provided by the school food authority (SFA) to record household and income information. Using the [Income Eligibility Guidelines](#) (IEGs), schools will determine if the household can receive free or reduced-price benefits.



# Review of Household Applications and Verification

## Verifying Student Eligibility

Each SFA must annually verify eligibility of children from a sample of household applications approved for free and reduced-price meal benefits for that school year. Verification is the process where school officials will confirm if the self-reported information on a household application was accurately provided by the household.

For example, SFAs must confirm household income or confirm that the child is included in a household that is certified to receive SNAP, TANF or FDPIR benefits through an eligible case number that was provided on the application by the household.

- Please note not all applications must be verified, but a sample based on the most current *Verification Non-Response Rate Report* is required to be randomly selected.
- For more information on verifying student eligibility, visit ADE's [Verification webpage](#).

# Review of Household Applications and Verification

## Determine Your Verification Calculation Method

SFAs will need to use the *Non-Response Rate Report* to determine which verification sampling method will be used. The SFAs calculation method will determine how many applications LEAs are required to select for Verification.

The *Non-Response Rate Report* can be found [here](#).

- Please remember this report will be updated each year and it is the SFAs responsibility to check the report to ensure the correct sampling method is implemented.

Arizona Local Education Agencies Verification Non-Response Rate Report	
IMPORTANT - How to Determine Your Eligibility for Use of an Alternative Sample Size in 2020-2021	
1)	Sponsors highlighted in Green qualify for use of an alternative sample size during the 2020-2021 Verification reporting period.
2)	Sponsors highlighted in Yellow DO NOT qualify for use of an alternative sample size due to Verification reporting errors. *
3)	Remaining Sponsors DO NOT qualify for use of an alternative sample size, due either to Verification reporting errors or to an insufficient response rate. *
*	If you DO NOT qualify for use of an alternative sample size you MUST use the Standard sampling method for your 2020- 2021 Verification reporting.

*ADE Verification Non-Response Rate  
Report Heading*

# Review of Household Applications and Verification

## Determine Your Calculation Method

On the *Non-Response Rate Report*, Local Educational Agency (LEA) names highlighted in *green* reported at least 80% of the households selected for verification the previous year responded to the verification request. Because their response rate was so high, they qualify to use an alternate sampling method for the current year's verification process.

LEAs who are eligible to select an alternate sampling method can choose from the Standard Sampling, Alternate 1, or Alternate 2 sampling methods. LEAs who do not qualify to use an alternate method will be shown in *yellow* or *white* and must use the Standard Sampling method.

Arizona Local Education Agencies Verification Non-Response Rate Report	
IMPORTANT - How to Determine Your Eligibility for Use of an Alternative Sample Size in 2020-2021	
1)	Sponsors highlighted in Green qualify for use of an alternative sample size during the 2020-2021 Verification reporting period.
2)	Sponsors highlighted in Yellow DO NOT qualify for use of an alternative sample size due to Verification reporting errors. *
3)	Remaining Sponsors DO NOT qualify for use of an alternative sample size, due either to Verification reporting errors or to an insufficient response rate. *
*	If you DO NOT qualify for use of an alternative sample size you MUST use the Standard sampling method for your 2020- 2021 Verification reporting.

*ADE Verification Non-Response Rate  
Report Heading*

How will LEAs know if they qualify to use an alternate sampling method?

- A) The LEA will be highlighted in green on the *Non-Response Rate Report*.
- B) The LEA will be shown in white on the *Non-Response Rate Report*.
- C) It will be indicated on the LEA's last claim in CNPWeb.



How will LEAs know if they qualify to use an alternate sampling method?

- A) The LEA will be highlighted in green on the *Non-Response Rate Report*.**
- B) The LEA will be shown in white on the *Non-Response Rate Report*.
- C) It will be indicated on the LEA's last claim in CNPWeb.

**Each year, ADE posts the *Non-Response Rate Report* on the Verification webpage. The LEA name will be highlighted in green to indicate they have qualified to use an alternative sampling method.**

# Review of Household Applications and Verification

## Calculation Sampling Methods

As indicated on the *ADE Non-Response Rate Report*, LEAs who do not qualify to use an alternate sampling method must use:

- Standard Sampling

As indicated on the *ADE Non-Response Rate Report*, LEAs who qualify to use an alternate sampling method can choose from:

- Standard Sampling
- Alternate 1: Random Sampling
- Alternate 2: Focused Sampling



# Review of Household Applications and Verification

## Choosing Error-Prone For Verification

Applications identified as error-prone are chosen first when using the Standard Sampling or Alternate 2: Focused Sampling methods.

Because error-prone applications are on the cusp of being certified as a different eligibility, they are required to be selected for verification before applications that are not error-prone.

- If the LEA did not find error-prone applications or their sample size was higher than the number of error-prone applications on file, the LEA can then select from applications that are not error-prone when using Standard Sampling or Alternate 2: Focused Sampling.

Full guidance on the calculation sampling methods can be found in ADE's [Online Course: Verification Review](#). The remainder of this training will cover step-by-step guidance on how to identify applications that are error-prone for the use of verification.

# Error-Prone Applications





# Error-Prone Applications

## Error-Prone Applications

Household applications are error-prone if the application is within \$100 per month of the applicable IEGs. This will vary depending on the income frequency of the application.

An applicable IEG refers to the range of income eligible for either reduced-price or free meal benefits used to certify applications based on self-reported household size and income.

Once the application is processed and certified by the SFA, the application will be checked for error-prone status using the [Error-Prone Guidelines](#) for the current year. Please note this worksheet changes annually to align with the current year's IEGs.

Annually - Error-prone applications are those applications where income falls between the income eligibility limits and ~~\$1200~~ of the income eligibility limits for annual income.  
Monthly - Error-prone applications are those applications where income falls between the income eligibility limits and ~~\$100~~ of the income eligibility limits for monthly income.  
2x Month - Error-prone applications are those applications where income falls between the income eligibility limits and ~~\$50~~ of the income eligibility limits for 2x month income.  
Bi-Weekly - Error-prone applications are those applications where income falls between the income eligibility limits and ~~\$46.15~~ of the income eligibility limits for bi-weekly income.  
Weekly - Error-prone applications are those applications where income falls between the income eligibility limits and ~~\$23.07~~ of the income eligibility limits for weekly income.

*Error-Prone Frequency Guidelines*

## Error-Prone Applications

### Identifying Error-Prone Applications Requirement

Error-prone applications must be identified for those LEAs who are using the Standard Sampling or Alternate 2: Focused Sampling methods.

It is a best practice to always check income applications for error-prone status, but it is mandatory for LEAs who are not receiving administrative relief through the *Non-Response Rate Report* or for those who do receive administrative relief but have chosen Alternate 2: Focused Sampling.

It is a best practice to identify applications that are error-prone at the same time as the SFA certifies applications for meal benefits. If the SFA chooses to wait to do this during the process of verification, it could exceed the timeline of verification reports and deadlines.

Who is required to identify applications that are error-prone?

- A) All LEAs.
- B) LEAs who receive administrative relief based on the *Non-Response Rate Report*.
- C) LEAs who are using Alternate 1: Random Sampling.
- D) LEAs who are using Standard Sampling or Alternate 2: Focused Sampling.



Who is required to identify applications that are error-prone?

- A) All LEAs.
- B) LEAs who receive administrative relief based on the *Non-Response Rate Report*.
- C) LEAs who are using Alternate 1: Random Sampling.
- D) LEAs who are using Standard Sampling or Alternate 2: Focused Sampling.**

**Although it is a best practice for all LEAs to check for error-prone applications during the processing of all income applications, it is only mandatory for LEAs who are using Standard Sampling or Alternate 2: Focused Sampling to identify applications that are error-prone.**

# Identifying Applications That Are Error-Prone



# Identifying Applications That Are Error-Prone

## Comparing Income to the Error-Prone Guidelines

Remember that error-prone applications are those that fall within the range indicated on the Error-Prone Guidelines worksheet depending on the household's reported income. Below you will see the diagram of the Error-Prone Guidelines worksheet.

Error-Prone for  
FREE Eligible  
Applications

Error-Prone for  
REDUCED Eligible  
Applications

Error-Prone  
Frequency Guidelines

Child Nutrition Programs											
Error-Prone Guidelines											
Effective July 1, 2020 – June 30, 2021											
The following are the error-prone guidelines to be used by child nutrition program operators when determining whether an income application is error-prone.											
FREE											
How often income was received											
Household Size	Weekly		Bi-Weekly		2x Month		Monthly		Annually		
	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	
1	319 to 295.93		638 to 591.85		692 to 642		1,383 to 1,283		16,588 to 15,388		
2	431 to 407.93		862 to 815.85		934 to 884		1,868 to 1,768		22,412 to 21,212		
3	543 to 519.93		1,086 to 1,039.85		1,177 to 1,127		2,363 to 2,253		28,236 to 27,036		
4	655 to 631.93		1,310 to 1,263.85		1,420 to 1,370		2,839 to 2,739		34,060 to 32,860		
5	767 to 743.93		1,534 to 1,487.85		1,662 to 1,612		3,324 to 3,224		39,884 to 38,684		
6	879 to 855.93		1,758 to 1,711.85		1,905 to 1,855		3,809 to 3,709		45,708 to 44,508		
7	991 to 967.93		1,982 to 1,935.85		2,148 to 2,098		4,295 to 4,195		51,532 to 50,332		
8	1,103 to 1,079.93		2,206 to 2,159.85		2,390 to 2,340		4,780 to 4,680		57,356 to 56,156		
REDUCED											
How often income was received											
Household Size	Weekly		Bi-Weekly		2x Month		Monthly		Annually		
	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	
1	454 to 430.93		908 to 861.85		984 to 934		1,968 to 1,868		23,608 to 22,408		
2	614 to 590.93		1,227 to 1,180.85		1,329 to 1,279		2,658 to 2,558		31,894 to 30,694		
3	773 to 749.93		1,545 to 1,499.85		1,675 to 1,625		3,349 to 3,249		40,182 to 38,982		
4	933 to 909.93		1,865 to 1,818.85		2,020 to 1,970		4,040 to 3,940		48,470 to 47,270		
5	1,092 to 1,068.93		2,183 to 2,136.85		2,365 to 2,315		4,730 to 4,630		56,758 to 55,558		
6	1,251 to 1,227.93		2,502 to 2,455.85		2,711 to 2,661		5,421 to 5,321		65,046 to 63,846		
7	1,411 to 1,387.93		2,821 to 2,774.85		3,056 to 3,006		6,112 to 6,012		73,334 to 72,134		
8	1,570 to 1,546.93		3,140 to 3,093.85		3,401 to 3,351		6,802 to 6,702		81,622 to 80,422		
Annually - Error-prone applications are those applications where income falls between the income eligibility limits and <u>\$1200</u> of the income eligibility limits for annual income. Monthly - Error-prone applications are those applications where income falls between the income eligibility limits and <u>\$100</u> of the income eligibility limits for monthly income. 2x Month - Error-prone applications are those applications where income falls between the income eligibility limits and <u>\$200</u> of the income eligibility limits for 2x month income. Bi-Weekly - Error-prone applications are those applications where income falls between the income eligibility limits and <u>\$400</u> of the income eligibility limits for bi-weekly income. Weekly - Error-prone applications are those applications where income falls between the income eligibility limits and <u>\$200</u> of the income eligibility limits for weekly income.											
Error-Prone Guidelines   June 2020   Arizona Department of Education   This institution is an equal opportunity provider.											

# Identifying Applications That Are Error-Prone

## Application Example 1

The application below displayed a household size of four with a monthly income of \$1,000. As you can see below, the Determining Official certified this application as free based on the IEGs.

**2019-2020 Application for Free and Reduced Price School Meals**  
Complete one application per household. Please use a pen (not a pencil).

**STEP 1** List ALL infants, children, and students up to and including grade 12 in your household (if more spaces are required for additional names, attach another sheet of paper)

Child's First Name	MI	Child's Last Name	School Name
JOE		JOHNSON	ADE
ANNA		JOHNSON	ADE

**STEP 2** Do any Household Members (including you) currently participate in one or more of the following assistance programs: SNAP, TANF, or FDIPIR? Circle one: Yes / No

If you answered NO > Complete STEP 3. If you answered YES > Write a case number here then go to STEP 4 (Do not complete STEP 3) Case Number: \_\_\_\_\_

**STEP 3** Report income for ALL Household Members (Skip this step if you answered "Yes" to STEP 2)

**A. Child Income**  
Sometimes children in the household earn income. Please include the TOTAL GROSS income earned by all Children Household Members listed in STEP 1 here.

Child's GROSS income: \$ \_\_\_\_\_

**B. All Adult Household Members (including yourself)**  
List only the Adult Household Members (including yourself) even if they do not receive income. For each Household Member listed, if they do receive income, report total GROSS income (amount before taxes and deductions) for each source in whole dollars only. If they do not receive income from any source, write "0". If you enter "0" or leave any fields blank, you are certifying (promising) that there is no income to report.

Name of Adult Household Member (First and Last)	GROSS Earnings from Work	Public Assistance/Child Support/Alimony	Personal Retirement/All Other Income
Mary Johnson	\$ 1000	\$	\$
Matt Johnson	\$	\$	\$

**C. Total Household Members** 4 Last Four Digits of Social Security Number (SSN) of Primary Wage Earner or Other Adult Household Member: X X X X 3333 Check if no SSN ☐

**STEP 4** Contact information and adult signature

Signature of adult completing the form: Mary Johnson Today's date: 8/22/19

Printed name of adult completing the form: \_\_\_\_\_ Daytime Phone and Email (optional): \_\_\_\_\_

Street Address (if available): \_\_\_\_\_ Apt # \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**OFFICE USE ONLY**

Eligibility: Free ☒ Reduced ☐ Denied ☐ Error Prone ☐

Determining Official's Signature: [Signature] Date: 8/25/19

Case # Application ☐ Foster Application ☐ Directly Certified: Date of Disregard: \_\_\_\_\_

Income Application ☒ Household Size: 4 Per: ☐ Week ☐ 3x-Weekly (Every 2 Weeks) ☐ 2x-Month ☒ Monthly ☐ Annual

Total Income: \$1,000

Selected For Verification: Confirming Official's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Follow-Up Official's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Identifying Applications That Are Error-Prone

## Is the Application Error-Prone?

Now it is the Determining Official's job to check if the application is error-prone. As displayed below, you can see that the total income for the household of four is \$1,000 monthly.

OFFICE USE ONLY

Eligibility: Free ☒ Reduced ☐ Denied ☐

☐ Error Prone

Determining Official's Signature: [Signature]

Date: 8/25/19

☐ Case # Application

☐ Foster Application

☐ Directly Certified: Date of Disregard: \_\_\_\_\_

☒ Income Application

Household Size: 4

Total Income: \$1,000

Per: ☐ Week ☐ Bi-Weekly (Every 2 Weeks) ☐ 2x Month ☒ Monthly ☐ Annual

☐ Selected For Verification: Confirming Official's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Follow-Up Official's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

As shown below on the *Error-Prone for FREE Eligible Applications* chart, you will find that the *Monthly Error-Prone* range for a household size of four is \$2,839 to \$2,739. Since \$1,000 is not within this range, the application is not error-prone.

Household Size	FREE									
	How often income was received									
	Weekly		Bi-Weekly		2x Month		Monthly		Annually	
	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount
1	319 to 295.93		638 to 591.85		692 to 642		1,383 to 1,283		16,588 to 15,388	
2	431 to 407.93		862 to 815.85		934 to 884		1,868 to 1,768		22,412 to 21,212	
3	543 to 519.93		1,086 to 1,039.85		1,177 to 1,127		2,353 to 2,253		28,236 to 27,036	
4	655 to 631.93		1,310 to 1,263.85		1,420 to 1,370		2,839 to 2,739		34,060 to 32,860	



# Identifying Applications That Are Error-Prone

## No Further Action Needed

The Determining Official has found that the application is not error-prone. The Determining Official will not check the *Error Prone* box found on the application in the *Office Use Only* section. The application processing is now complete, and the SFA will update their Benefit Issuance Document (BID).

OFFICE USE ONLY

Eligibility: Free ☒ Reduced ☐ Denied ☐ Error Prone

Determining Official's Signature: [Signature] Date: 8/25/19

☐ Case # Application ☐ Foster Application ☐ Directly Certified: Date of Disregard: \_\_\_\_\_

☒ Income Application

Household Size: 4

Total Income: \$11,000 Per: ☐ Week ☐ Bi-Weekly (Every 2 Weeks) ☐ 2x Month ☒ Monthly ☐ Annual

☐ Selected For Verification: Confirming Official's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Follow-Up Official's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Identifying Applications That Are Error-Prone

## Application Example 2

The application below displayed a household size of two with a weekly income of \$594. As you can see below, the Determining Official certified this application as reduced based on the IEGs.

**2019-2020 Application for Free and Reduced Price School Meals**  
Complete one application per household. Please use a pen (not a pencil).

**STEP 1 List ALL infants, children, and students up to and including grade 12 in your household** (if more spaces are required for additional names, attach another sheet of paper)

Child's First Name	MI	Child's Last Name	School Name	Foster Care	Runaway
Maria Carr		Carr		<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>

**STEP 2 Do any Household Members (including you) currently participate in one or more of the following assistance programs: SNAP, TANF, or FDIPIR?** Circle one: Yes / No  
If you answered NO -> Complete STEP 3. If you answered YES -> Write a case number here then go to STEP 4. Do not complete STEP 3. Case Number:   
Write only one case number in this space.

**STEP 3 Report Income for ALL Household Members** (Skip this step if you answered "Yes" to STEP 2)

**A. Child Income**  
Sometimes children in the household earn income. Please include the TOTAL GROSS income earned by all Children Household Members listed in STEP 1 here.  
Child GROSS income: \$ 150 How often? ☒ Weekly ☐ Monthly ☐ Quarterly ☐ Annually

**B. All Adult Household Members (including yourself)**  
List only the Adult Household Members (including yourself) even if they do not receive income. For each Household Member listed, if they do receive income, report total GROSS income (net out before taxes and deductions) for each source in whole dollars only. If they do not receive income from any source, write "0". If you enter "0" or leave any fields blank, you are certifying (promising) that there is no income to report.

Name of Adult Household Member (First and Last)	GROSS Earnings from Work	How often?	Public Assistance/Child Support/Alimony	How often?	Pension/Retirement/All Other Income	How often?
	Weekly	Monthly	Weekly	Monthly	Weekly	Monthly
Cindy Carr	\$ 444	<input checked="" type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Annually	\$	<input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Annually	\$	<input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Annually
	\$	<input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Annually	\$	<input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Annually	\$	<input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Annually
	\$	<input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Annually	\$	<input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Annually	\$	<input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Annually

**C. Total Household Members** (Children and Adults) ☒ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20 ☐ 21 ☐ 22 ☐ 23 ☐ 24 ☐ 25 ☐ 26 ☐ 27 ☐ 28 ☐ 29 ☐ 30 ☐ 31 ☐ 32 ☐ 33 ☐ 34 ☐ 35 ☐ 36 ☐ 37 ☐ 38 ☐ 39 ☐ 40 ☐ 41 ☐ 42 ☐ 43 ☐ 44 ☐ 45 ☐ 46 ☐ 47 ☐ 48 ☐ 49 ☐ 50 ☐ 51 ☐ 52 ☐ 53 ☐ 54 ☐ 55 ☐ 56 ☐ 57 ☐ 58 ☐ 59 ☐ 60 ☐ 61 ☐ 62 ☐ 63 ☐ 64 ☐ 65 ☐ 66 ☐ 67 ☐ 68 ☐ 69 ☐ 70 ☐ 71 ☐ 72 ☐ 73 ☐ 74 ☐ 75 ☐ 76 ☐ 77 ☐ 78 ☐ 79 ☐ 80 ☐ 81 ☐ 82 ☐ 83 ☐ 84 ☐ 85 ☐ 86 ☐ 87 ☐ 88 ☐ 89 ☐ 90 ☐ 91 ☐ 92 ☐ 93 ☐ 94 ☐ 95 ☐ 96 ☐ 97 ☐ 98 ☐ 99 ☐ 100 ☐ 101 ☐ 102 ☐ 103 ☐ 104 ☐ 105 ☐ 106 ☐ 107 ☐ 108 ☐ 109 ☐ 110 ☐ 111 ☐ 112 ☐ 113 ☐ 114 ☐ 115 ☐ 116 ☐ 117 ☐ 118 ☐ 119 ☐ 120 ☐ 121 ☐ 122 ☐ 123 ☐ 124 ☐ 125 ☐ 126 ☐ 127 ☐ 128 ☐ 129 ☐ 130 ☐ 131 ☐ 132 ☐ 133 ☐ 134 ☐ 135 ☐ 136 ☐ 137 ☐ 138 ☐ 139 ☐ 140 ☐ 141 ☐ 142 ☐ 143 ☐ 144 ☐ 145 ☐ 146 ☐ 147 ☐ 148 ☐ 149 ☐ 150 ☐ 151 ☐ 152 ☐ 153 ☐ 154 ☐ 155 ☐ 156 ☐ 157 ☐ 158 ☐ 159 ☐ 160 ☐ 161 ☐ 162 ☐ 163 ☐ 164 ☐ 165 ☐ 166 ☐ 167 ☐ 168 ☐ 169 ☐ 170 ☐ 171 ☐ 172 ☐ 173 ☐ 174 ☐ 175 ☐ 176 ☐ 177 ☐ 178 ☐ 179 ☐ 180 ☐ 181 ☐ 182 ☐ 183 ☐ 184 ☐ 185 ☐ 186 ☐ 187 ☐ 188 ☐ 189 ☐ 190 ☐ 191 ☐ 192 ☐ 193 ☐ 194 ☐ 195 ☐ 196 ☐ 197 ☐ 198 ☐ 199 ☐ 200 ☐ 201 ☐ 202 ☐ 203 ☐ 204 ☐ 205 ☐ 206 ☐ 207 ☐ 208 ☐ 209 ☐ 210 ☐ 211 ☐ 212 ☐ 213 ☐ 214 ☐ 215 ☐ 216 ☐ 217 ☐ 218 ☐ 219 ☐ 220 ☐ 221 ☐ 222 ☐ 223 ☐ 224 ☐ 225 ☐ 226 ☐ 227 ☐ 228 ☐ 229 ☐ 230 ☐ 231 ☐ 232 ☐ 233 ☐ 234 ☐ 235 ☐ 236 ☐ 237 ☐ 238 ☐ 239 ☐ 240 ☐ 241 ☐ 242 ☐ 243 ☐ 244 ☐ 245 ☐ 246 ☐ 247 ☐ 248 ☐ 249 ☐ 250 ☐ 251 ☐ 252 ☐ 253 ☐ 254 ☐ 255 ☐ 256 ☐ 257 ☐ 258 ☐ 259 ☐ 260 ☐ 261 ☐ 262 ☐ 263 ☐ 264 ☐ 265 ☐ 266 ☐ 267 ☐ 268 ☐ 269 ☐ 270 ☐ 271 ☐ 272 ☐ 273 ☐ 274 ☐ 275 ☐ 276 ☐ 277 ☐ 278 ☐ 279 ☐ 280 ☐ 281 ☐ 282 ☐ 283 ☐ 284 ☐ 285 ☐ 286 ☐ 287 ☐ 288 ☐ 289 ☐ 290 ☐ 291 ☐ 292 ☐ 293 ☐ 294 ☐ 295 ☐ 296 ☐ 297 ☐ 298 ☐ 299 ☐ 300 ☐ 301 ☐ 302 ☐ 303 ☐ 304 ☐ 305 ☐ 306 ☐ 307 ☐ 308 ☐ 309 ☐ 310 ☐ 311 ☐ 312 ☐ 313 ☐ 314 ☐ 315 ☐ 316 ☐ 317 ☐ 318 ☐ 319 ☐ 320 ☐ 321 ☐ 322 ☐ 323 ☐ 324 ☐ 325 ☐ 326 ☐ 327 ☐ 328 ☐ 329 ☐ 330 ☐ 331 ☐ 332 ☐ 333 ☐ 334 ☐ 335 ☐ 336 ☐ 337 ☐ 338 ☐ 339 ☐ 340 ☐ 341 ☐ 342 ☐ 343 ☐ 344 ☐ 345 ☐ 346 ☐ 347 ☐ 348 ☐ 349 ☐ 350 ☐ 351 ☐ 352 ☐ 353 ☐ 354 ☐ 355 ☐ 356 ☐ 357 ☐ 358 ☐ 359 ☐ 360 ☐ 361 ☐ 362 ☐ 363 ☐ 364 ☐ 365 ☐ 366 ☐ 367 ☐ 368 ☐ 369 ☐ 370 ☐ 371 ☐ 372 ☐ 373 ☐ 374 ☐ 375 ☐ 376 ☐ 377 ☐ 378 ☐ 379 ☐ 380 ☐ 381 ☐ 382 ☐ 383 ☐ 384 ☐ 385 ☐ 386 ☐ 387 ☐ 388 ☐ 389 ☐ 390 ☐ 391 ☐ 392 ☐ 393 ☐ 394 ☐ 395 ☐ 396 ☐ 397 ☐ 398 ☐ 399 ☐ 400 ☐ 401 ☐ 402 ☐ 403 ☐ 404 ☐ 405 ☐ 406 ☐ 407 ☐ 408 ☐ 409 ☐ 410 ☐ 411 ☐ 412 ☐ 413 ☐ 414 ☐ 415 ☐ 416 ☐ 417 ☐ 418 ☐ 419 ☐ 420 ☐ 421 ☐ 422 ☐ 423 ☐ 424 ☐ 425 ☐ 426 ☐ 427 ☐ 428 ☐ 429 ☐ 430 ☐ 431 ☐ 432 ☐ 433 ☐ 434 ☐ 435 ☐ 436 ☐ 437 ☐ 438 ☐ 439 ☐ 440 ☐ 441 ☐ 442 ☐ 443 ☐ 444 ☐ 445 ☐ 446 ☐ 447 ☐ 448 ☐ 449 ☐ 450 ☐ 451 ☐ 452 ☐ 453 ☐ 454 ☐ 455 ☐ 456 ☐ 457 ☐ 458 ☐ 459 ☐ 460 ☐ 461 ☐ 462 ☐ 463 ☐ 464 ☐ 465 ☐ 466 ☐ 467 ☐ 468 ☐ 469 ☐ 470 ☐ 471 ☐ 472 ☐ 473 ☐ 474 ☐ 475 ☐ 476 ☐ 477 ☐ 478 ☐ 479 ☐ 480 ☐ 481 ☐ 482 ☐ 483 ☐ 484 ☐ 485 ☐ 486 ☐ 487 ☐ 488 ☐ 489 ☐ 490 ☐ 491 ☐ 492 ☐ 493 ☐ 494 ☐ 495 ☐ 496 ☐ 497 ☐ 498 ☐ 499 ☐ 500 ☐ 501 ☐ 502 ☐ 503 ☐ 504 ☐ 505 ☐ 506 ☐ 507 ☐ 508 ☐ 509 ☐ 510 ☐ 511 ☐ 512 ☐ 513 ☐ 514 ☐ 515 ☐ 516 ☐ 517 ☐ 518 ☐ 519 ☐ 520 ☐ 521 ☐ 522 ☐ 523 ☐ 524 ☐ 525 ☐ 526 ☐ 527 ☐ 528 ☐ 529 ☐ 530 ☐ 531 ☐ 532 ☐ 533 ☐ 534 ☐ 535 ☐ 536 ☐ 537 ☐ 538 ☐ 539 ☐ 540 ☐ 541 ☐ 542 ☐ 543 ☐ 544 ☐ 545 ☐ 546 ☐ 547 ☐ 548 ☐ 549 ☐ 550 ☐ 551 ☐ 552 ☐ 553 ☐ 554 ☐ 555 ☐ 556 ☐ 557 ☐ 558 ☐ 559 ☐ 560 ☐ 561 ☐ 562 ☐ 563 ☐ 564 ☐ 565 ☐ 566 ☐ 567 ☐ 568 ☐ 569 ☐ 570 ☐ 571 ☐ 572 ☐ 573 ☐ 574 ☐ 575 ☐ 576 ☐ 577 ☐ 578 ☐ 579 ☐ 580 ☐ 581 ☐ 582 ☐ 583 ☐ 584 ☐ 585 ☐ 586 ☐ 587 ☐ 588 ☐ 589 ☐ 590 ☐ 591 ☐ 592 ☐ 593 ☐ 594 ☐ 595 ☐ 596 ☐ 597 ☐ 598 ☐ 599 ☐ 600 ☐ 601 ☐ 602 ☐ 603 ☐ 604 ☐ 605 ☐ 606 ☐ 607 ☐ 608 ☐ 609 ☐ 610 ☐ 611 ☐ 612 ☐ 613 ☐ 614 ☐ 615 ☐ 616 ☐ 617 ☐ 618 ☐ 619 ☐ 620 ☐ 621 ☐ 622 ☐ 623 ☐ 624 ☐ 625 ☐ 626 ☐ 627 ☐ 628 ☐ 629 ☐ 630 ☐ 631 ☐ 632 ☐ 633 ☐ 634 ☐ 635 ☐ 636 ☐ 637 ☐ 638 ☐ 639 ☐ 640 ☐ 641 ☐ 642 ☐ 643 ☐ 644 ☐ 645 ☐ 646 ☐ 647 ☐ 648 ☐ 649 ☐ 650 ☐ 651 ☐ 652 ☐ 653 ☐ 654 ☐ 655 ☐ 656 ☐ 657 ☐ 658 ☐ 659 ☐ 660 ☐ 661 ☐ 662 ☐ 663 ☐ 664 ☐ 665 ☐ 666 ☐ 667 ☐ 668 ☐ 669 ☐ 670 ☐ 671 ☐ 672 ☐ 673 ☐ 674 ☐ 675 ☐ 676 ☐ 677 ☐ 678 ☐ 679 ☐ 680 ☐ 681 ☐ 682 ☐ 683 ☐ 684 ☐ 685 ☐ 686 ☐ 687 ☐ 688 ☐ 689 ☐ 690 ☐ 691 ☐ 692 ☐ 693 ☐ 694 ☐ 695 ☐ 696 ☐ 697 ☐ 698 ☐ 699 ☐ 700 ☐ 701 ☐ 702 ☐ 703 ☐ 704 ☐ 705 ☐ 706 ☐ 707 ☐ 708 ☐ 709 ☐ 710 ☐ 711 ☐ 712 ☐ 713 ☐ 714 ☐ 715 ☐ 716 ☐ 717 ☐ 718 ☐ 719 ☐ 720 ☐ 721 ☐ 722 ☐ 723 ☐ 724 ☐ 725 ☐ 726 ☐ 727 ☐ 728 ☐ 729 ☐ 730 ☐ 731 ☐ 732 ☐ 733 ☐ 734 ☐ 735 ☐ 736 ☐ 737 ☐ 738 ☐ 739 ☐ 740 ☐ 741 ☐ 742 ☐ 743 ☐ 744 ☐ 745 ☐ 746 ☐ 747 ☐ 748 ☐ 749 ☐ 750 ☐ 751 ☐ 752 ☐ 753 ☐ 754 ☐ 755 ☐ 756 ☐ 757 ☐ 758 ☐ 759 ☐ 760 ☐ 761 ☐ 762 ☐ 763 ☐ 764 ☐ 765 ☐ 766 ☐ 767 ☐ 768 ☐ 769 ☐ 770 ☐ 771 ☐ 772 ☐ 773 ☐ 774 ☐ 775 ☐ 776 ☐ 777 ☐ 778 ☐ 779 ☐ 780 ☐ 781 ☐ 782 ☐ 783 ☐ 784 ☐ 785 ☐ 786 ☐ 787 ☐ 788 ☐ 789 ☐ 790 ☐ 791 ☐ 792 ☐ 793 ☐ 794 ☐ 795 ☐ 796 ☐ 797 ☐ 798 ☐ 799 ☐ 800 ☐ 801 ☐ 802 ☐ 803 ☐ 804 ☐ 805 ☐ 806 ☐ 807 ☐ 808 ☐ 809 ☐ 810 ☐ 811 ☐ 812 ☐ 813 ☐ 814 ☐ 815 ☐ 816 ☐ 817 ☐ 818 ☐ 819 ☐ 820 ☐ 821 ☐ 822 ☐ 823 ☐ 824 ☐ 825 ☐ 826 ☐ 827 ☐ 828 ☐ 829 ☐ 830 ☐ 831 ☐ 832 ☐ 833 ☐ 834 ☐ 835 ☐ 836 ☐ 837 ☐ 838 ☐ 839 ☐ 840 ☐ 841 ☐ 842 ☐ 843 ☐ 844 ☐ 845 ☐ 846 ☐ 847 ☐ 848 ☐ 849 ☐ 850 ☐ 851 ☐ 852 ☐ 853 ☐ 854 ☐ 855 ☐ 856 ☐ 857 ☐ 858 ☐ 859 ☐ 860 ☐ 861 ☐ 862 ☐ 863 ☐ 864 ☐ 865 ☐ 866 ☐ 867 ☐ 868 ☐ 869 ☐ 870 ☐ 871 ☐ 872 ☐ 873 ☐ 874 ☐ 875 ☐ 876 ☐ 877 ☐ 878 ☐ 879 ☐ 880 ☐ 881 ☐ 882 ☐ 883 ☐ 884 ☐ 885 ☐ 886 ☐ 887 ☐ 888 ☐ 889 ☐ 890 ☐ 891 ☐ 892 ☐ 893 ☐ 894 ☐ 895 ☐ 896 ☐ 897 ☐ 898 ☐ 899 ☐ 900 ☐ 901 ☐ 902 ☐ 903 ☐ 904 ☐ 905 ☐ 906 ☐ 907 ☐ 908 ☐ 909 ☐ 910 ☐ 911 ☐ 912 ☐ 913 ☐ 914 ☐ 915 ☐ 916 ☐ 917 ☐ 918 ☐ 919 ☐ 920 ☐ 921 ☐ 922 ☐ 923 ☐ 924 ☐ 925 ☐ 926 ☐ 927 ☐ 928 ☐ 929 ☐ 930 ☐ 931 ☐ 932 ☐ 933 ☐ 934 ☐ 935 ☐ 936 ☐ 937 ☐ 938 ☐ 939 ☐ 940 ☐ 941 ☐ 942 ☐ 943 ☐ 944 ☐ 945 ☐ 946 ☐ 947 ☐ 948 ☐ 949 ☐ 950 ☐ 951 ☐ 952 ☐ 953 ☐ 954 ☐ 955 ☐ 956 ☐ 957 ☐ 958 ☐ 959 ☐ 960 ☐ 961 ☐ 962 ☐ 963 ☐ 964 ☐ 965 ☐ 966 ☐ 967 ☐ 968 ☐ 969 ☐ 970 ☐ 971 ☐ 972 ☐ 973 ☐ 974 ☐ 975 ☐ 976 ☐ 977 ☐ 978 ☐ 979 ☐ 980 ☐ 981 ☐ 982 ☐ 983 ☐ 984 ☐ 985 ☐ 986 ☐ 987 ☐ 988 ☐ 989 ☐ 990 ☐ 991 ☐ 992 ☐ 993 ☐ 994 ☐ 995 ☐ 996 ☐ 997 ☐ 998 ☐ 999 ☐ 1000 ☐ 1001 ☐ 1002 ☐ 1003 ☐ 1004 ☐ 1005 ☐ 1006 ☐ 1007 ☐ 1008 ☐ 1009 ☐ 1010 ☐ 1011 ☐ 1012 ☐ 1013 ☐ 1014 ☐ 1015 ☐ 1016 ☐ 1017 ☐ 1018 ☐ 1019 ☐ 1020 ☐ 1021 ☐ 1022 ☐ 1023 ☐ 1024 ☐ 1025 ☐ 1026 ☐ 1027 ☐ 1028 ☐ 1029 ☐ 1030 ☐ 1031 ☐ 1032 ☐ 1033 ☐ 1034 ☐ 1035 ☐ 1036 ☐ 1037 ☐ 1038 ☐ 1039 ☐ 1040 ☐ 1041 ☐ 1042 ☐ 1043 ☐ 1044 ☐ 1045 ☐ 1046 ☐ 1047 ☐ 1048 ☐ 1049 ☐ 1050 ☐ 1051 ☐ 1052 ☐ 1053 ☐ 1054 ☐ 1055 ☐ 1056 ☐ 1057 ☐ 1058 ☐ 1059 ☐ 1060 ☐ 1061 ☐ 1062 ☐ 1063 ☐ 1064 ☐ 1065 ☐ 1066 ☐ 1067 ☐ 1068 ☐ 1069 ☐ 1070 ☐ 1071 ☐ 1072 ☐ 1073 ☐ 1074 ☐ 1075 ☐ 1076 ☐ 1077 ☐ 1078 ☐ 1079 ☐ 1080 ☐ 1081 ☐ 1082 ☐ 1083 ☐ 1084 ☐ 1085 ☐ 1086 ☐ 1087 ☐ 1088 ☐ 1

# Identifying Applications That Are Error-Prone

## Is the Application Error-Prone?

Now it is the Determining Official's job to check if the application is error-prone. As displayed below, you can see that the total income for the household of two is \$594 weekly.

OFFICE USE ONLY	
Eligibility: Free <input type="checkbox"/> Reduced <input checked="" type="checkbox"/> Denied <input type="checkbox"/>	<input type="checkbox"/> Error Prone
Determining Official's Signature: <u>Halie Kautson</u>	Date: <u>7/14/19</u>
<input type="checkbox"/> Case # Application <input type="checkbox"/> Foster Application <input type="checkbox"/> Directly Certified: Date of Disregard: _____	
<input type="checkbox"/> Income Application	
Household Size: <u>2</u>	
Total Income: <u>594</u> Per: <input checked="" type="checkbox"/> Weekly <input type="checkbox"/> Bi-Weekly (Every 2 Weeks) <input type="checkbox"/> 2x Month <input type="checkbox"/> Monthly <input type="checkbox"/> Annual	
<input type="checkbox"/> Selected For Verification: Confirming Official's Signature: _____ Date: _____	
Follow-Up Official's Signature: _____ Date: _____	

As shown below on the *Error-Prone for REDUCED Eligible Applications* chart, you will find that the *Weekly Error-Prone* range for a household size of two is \$614 to \$590.93. Since \$594 is within this range, the application is identified as error-prone.

		REDUCED How often income was received									
		Weekly		Bi-Weekly		2x Month		Monthly		Annually	
Household Size		Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount
1		154 to 438.93		908 to 861.85		984 to 934		1,968 to 1,868		23,606 to 22,406	
2		614 to 590.93		1,227 to 1,180.85		1,329 to 1,279		2,658 to 2,558		31,894 to 30,694	

# Identifying Applications That Are Error-Prone

## Further Action Needed

The Determining Official has identified the application as error-prone. The Determining Official will check the *Error Prone* box found on the application in the *Office Use Only* section. Once the box is checked, the application processing is now complete, and the SFA will update their Benefit Issuance Document (BID).

OFFICE USE ONLY	
Eligibility: Free <input type="checkbox"/> Reduced <input checked="" type="checkbox"/> Denied <input type="checkbox"/>	<input checked="" type="checkbox"/> Error Prone
Determining Official's Signature: <u>Halie Kautson</u>	Date: <u>7/14/19</u>
<input type="checkbox"/> Case # Application <input type="checkbox"/> Foster Application <input type="checkbox"/> Directly Certified: Date of Disregard: _____	
<input type="checkbox"/> Income Application	
Household Size: <u>2</u>	
Total Income: <u>\$594</u> Per: <input checked="" type="checkbox"/> Week <input type="checkbox"/> Bi-Weekly (Every 2 Weeks) <input type="checkbox"/> 2x Month <input type="checkbox"/> Monthly <input type="checkbox"/> Annual	
<input type="checkbox"/> Selected For Verification: Confirming Official's Signature: _____ Date: _____	
Follow-Up Official's Signature: _____ Date: _____	

Using the Error-Prone Guidelines worksheet shown on this page, does a household application that was certified as reduced with a household size of five and a yearly income of \$54,022 get identify as error-prone?

- A) No, the application falls below the *Yearly Error-Prone* range indicating that it is not error-prone.
- B) Yes, the application falls within the *Yearly Error-Prone* range indicating that is it error-prone.

	REDUCED									
	How often income was received									
	Weekly		Bi-Weekly		2x Month		Monthly		Annually	
Household Size	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount
1	454 to 430.93		908 to 861.85		984 to 934		1,968 to 1,868		23,606 to 22,406	
2	614 to 590.93		1,227 to 1,180.85		1,329 to 1,279		2,658 to 2,558		31,894 to 30,694	
3	773 to 749.93		1,546 to 1,499.85		1,675 to 1,625		3,349 to 3,249		40,182 to 38,982	
4	933 to 909.93		1,865 to 1,818.85		2,020 to 1,970		4,040 to 3,940		48,470 to 47,270	
5	1,092 to 1,068.93		2,183 to 2,136.85		2,365 to 2,315		4,730 to 4,630		56,758 to 55,558	



Using the Error-Prone Guidelines worksheet shown on this page, does a household application that was certified as reduced with a household size of five and a yearly income of \$54,022 get identify as error-prone?

- A) No, the application falls below the *Yearly Error-Prone* range indicating that it is not error-prone.
- B) Yes, the application falls within the *Yearly Error-Prone* range indicating that is it error-prone.

**This application is not error-prone because \$54,022 is not within the range of \$56,758 to \$55,558 as shown above on the Error-Prone Guidelines worksheet.**

Household Size	REDUCED How often income was received									
	Weekly		Bi-Weekly		2x Month		Monthly		Annually	
	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount	Max Amount	Min Amount
1	454 to 430.93		908 to 861.85		984 to 934		1,968 to 1,868		23,606 to 22,406	
2	614 to 590.93		1,227 to 1,180.85		1,329 to 1,279		2,658 to 2,558		31,894 to 30,694	
3	773 to 749.93		1,546 to 1,499.85		1,675 to 1,625		3,349 to 3,249		40,182 to 38,982	
4	933 to 909.93		1,865 to 1,818.85		2,020 to 1,970		4,040 to 3,940		48,470 to 47,270	
5	1,092 to 1,068.93		2,183 to 2,136.85		2,365 to 2,315		4,730 to 4,630		56,758 to 55,558	

# Identifying Applications That Are Error-Prone

## Annual Updates

Please note that the worksheets and calculations used within this training are based on materials from school year (SY) 2020-21 and these will change each year to match the IEGs.

Before processing household applications and identifying applications that are error-prone, it is important to always use the current SY's IEGs and Error-Prone Guidelines worksheet.

Once USDA releases the current SY's IEG and Error-Prone Guidelines worksheet, ADE will update them on the [Program Forms](#) webpage.



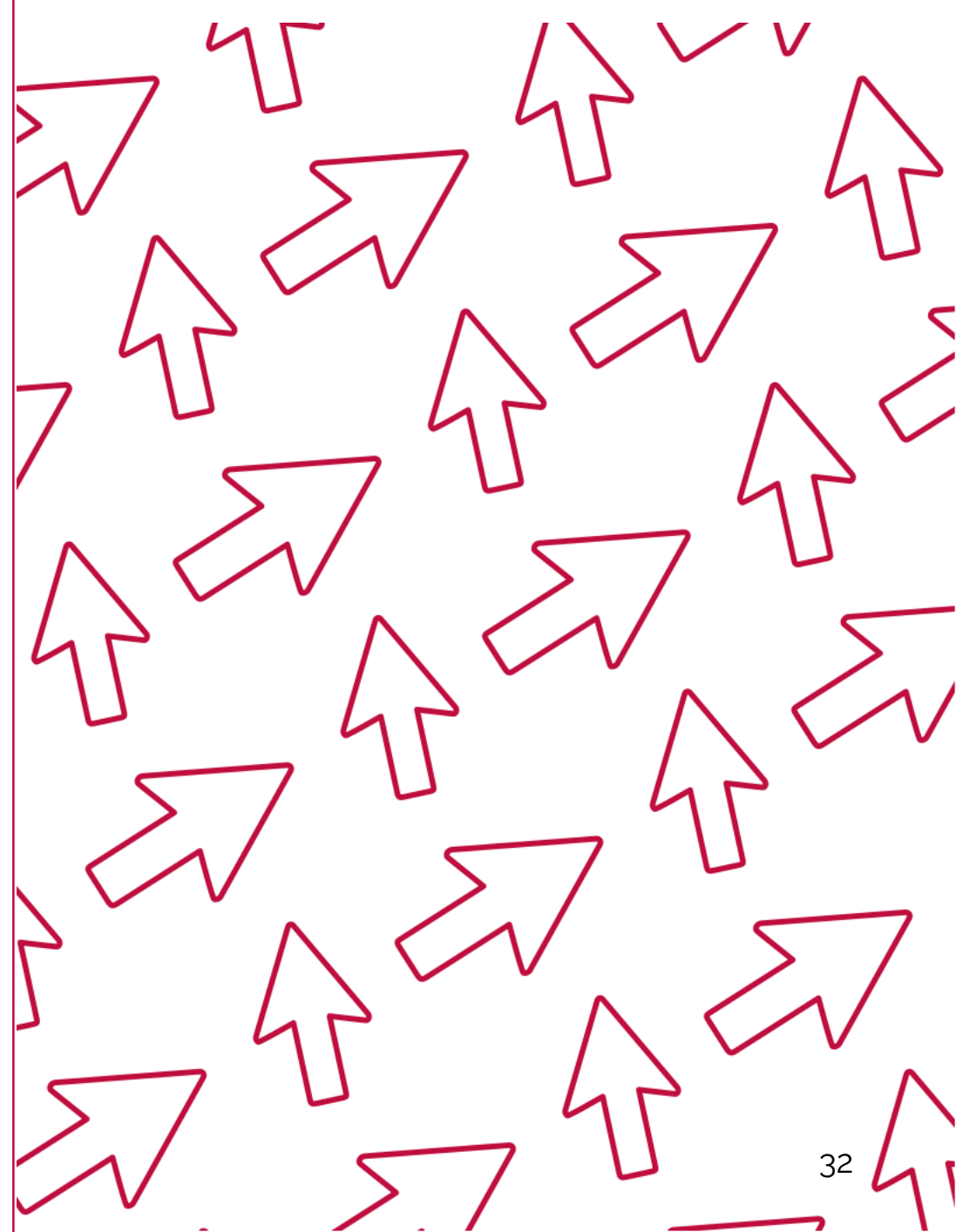
# Technical Assistance

---

If you have any questions about Verification, use the Eligibility Manual for School Meals at:

<https://cms.azed.gov/home/GetDocumentFile?id=595e4a163217e115acbc32bd>

*For other questions about identifying household applications that are error-prone, please contact your School Nutrition Program Specialist.*





# Congratulations

---

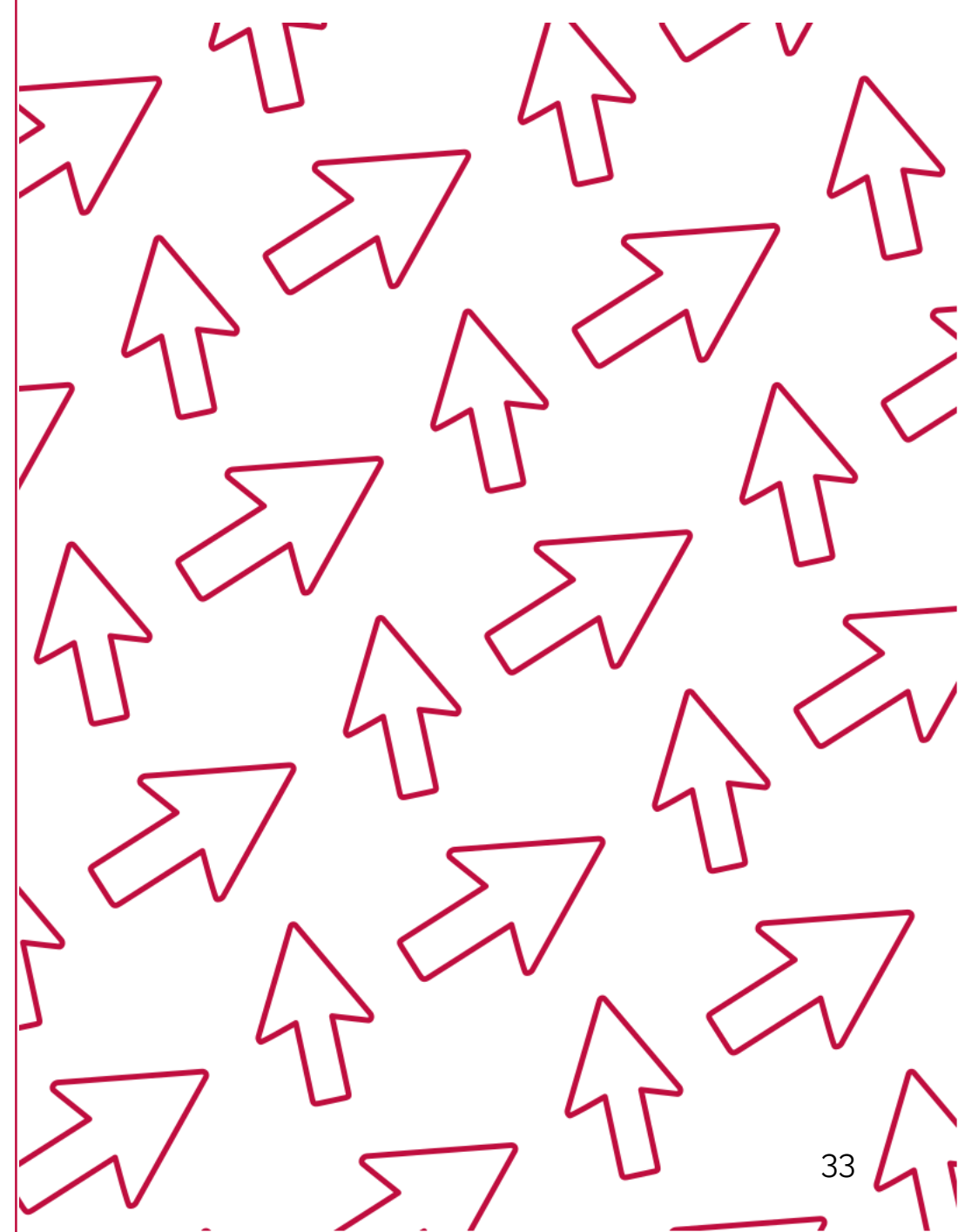
You have completed the Step by Step Instruction:  
***How to Identify Household Applications That Are Error-Prone***

In order to count this training towards your Professional Standards training hours, the training content must align with your job duties.

Information to include when documenting this training for Professional Standards:

- **Training Title:** How to Identify Household Applications That Are Error-Prone
- **Learning Code:** 3110
- **Key Area:** 3000 – Administration
- **Length:** 30 minutes

*Please note, attendees must document the amount of training hours indicated on the training despite the amount of time it takes to complete it.*



# Training Certificate

---

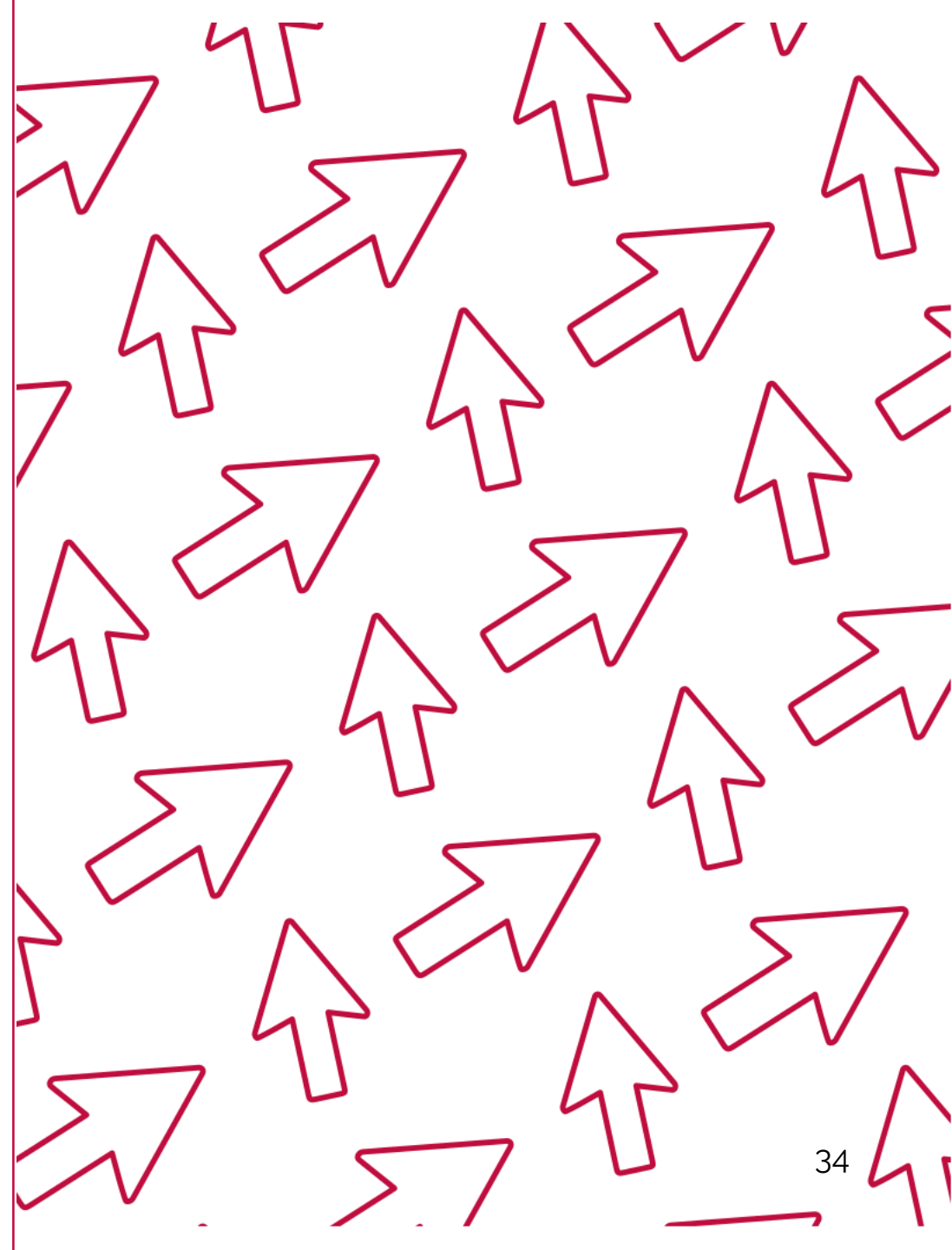
Please click on the link below to complete a brief survey about this training. Once the survey is complete, you will be able to print your certificate of completion from Survey Monkey.

*\*This will not appear in your Event Management System (EMS) Account.*

<https://www.surveymonkey.com/r/OnlineHowToGuides>

The information below is for your reference when completing the survey:

- Training Title: ***How to Identify Household Applications That Are Error-Prone***
- Professional Standards Learning Code: **3110**





*In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.*

*Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.*

*To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).*

*This institution is an equal opportunity provider.*